



Georgia Secretary of State
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ELECTIONS DIVISION

AND



DDS
GEORGIA DEPARTMENT
OF DRIVER SERVICES

Motor Voter Confirmation Via the Internet

User Guide

2008
version 1.1



Georgia Secretary of State Elections Division

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PREFACE

This *Motor Voter Confirmation Via the Internet, User Guide* is to be used as a guide for the administration of elections conducted by county election officials. Local election officials responsible for elections should find the information contained in this publication beneficial.

This manual is not intended to be used as a substitute for the Georgia Constitution, relevant statutes, or applicable case law. Whenever there is a question regarding the interpretation of information contained in this handbook, or of a particular section of the Election Code, or any other statute, the user should contact competent legal counsel or the Office of the Secretary of State, Elections Division.

GEORGIA SECRETARY OF STATE

Contents

Motor Voter Confirmation Application Introduction / Overview.....	1
Motor Voter Confirmation Support and Contacts.....	2
Motor Voter Confirmation via the Internet Application Forms Submission Process (Authorization for Access)	3
Motor Voter Confirmation System Flow.....	4
Motor Voter Confirmation Sign-in Page	4
Sign In steps	4
MVC Error Messages	5
Motor Voter Confirmation Report Inquiry Page	6
Steps to Submit an Inquiry	6
Motor Voter Confirmation Report	8
Motor Voter Change Password.....	9
Steps to Change Your Password.....	9
Motor Voter Forgot Password	10
Steps to Recover Forgotten Password.....	10
Appendix I – Application for Motor Voter Confirmation Access for County Elections Officials	11
Appendix II – Georgia Department of Driver Services Certification	12
Appendix III – User/Requester Acknowledgements	13

Motor Voter Confirmation Application Introduction / Overview

Historically, Georgia Secretary of State, Elections Division personnel have supported county voter registration offices during election events with the verification of voter registration information gathered at the time of driver's licensing activities.

During the weeks leading up to, and following, Georgia elections, Elections Division personnel are contacted by counties when registration information is in question. Using the Georgia Department of Driver Services (DDS) mainframe menu option, driver records are located that displays the most recent voter registration activity on file. Using the information retrieved, the Elections Division personnel are able to respond via email to county personnel. This is a labor intensive activity for the Elections Division personnel, especially during major elections.

The Department Of Driver Services, in partnership with the Secretary of State, Elections Division, have aligned resources to provide real time access for Georgia's County Elections Officials to interactively view the most recent voter registration activity recorded during a visit to the DDS Customer Service Center, or related transaction via the DDS website. This will enable counties to retrieve information as it is needed and reduce the need for interaction with the Election's Division during the preparation for election events.

The contents of the *Motor Voter Confirmation Via the Internet User Guide* details the authorization process for county elections officials to view driver information relative to the voter registration activities of a particular Motor Voter during their last visit to a DDS Customer Service Center, or related transaction via the DDS website.

Upon completion of the authorization process, the county elections official's office will receive a DDS customer number, user id and password. County elections personnel will be provided a link to the DDS website via the Secretary of State's website.

Using the new Motor Voter link, authorized county elections personnel will sign into the application.

For each inquiry, the User will provide:

- a driver's license number or social security number
- first name, last name
- date of birth, and
- optional comments, which appear at the end of the printed page.

Once this information has been submitted and validated, an inquiry result will produce:

- the driver's mailing address
- county of residence
- the date and county of the last address change, and
- the date and driver's response to the voter registration question at the last visit to DDS Customer Service Center, or related transaction via the DDS website.

The inquiry results can be printed using the printing functionality of the User's Internet browser (i.e. Internet Explorer, Netscape, AOL, etc.). Additional inquiries can then be performed, and printed.

The county elections personnel will logout of the Motor Voter application, when no additional inquiries are needed.

Motor Voter Confirmation Support and Contacts

The Georgia Secretary of State, Elections Division will provide support for the Motor Voter Confirmation Via the Internet application.

Hours of support are from 8:30 am to 4:30 pm (EDT)

E-mail: Electionshelpdesk@sos.ga.gov

Telephone: (404) 657-5359

Fax: 404-651-9531

Motor Voter Confirmation via the Internet Application Forms Submission Process (Authorization for Access)

Each person in a County Election Office who will be accessing the Motor Voter Confirmation System is required to complete the Authorization for Access process.

The MVC Authorization for Access process is as follows:

The County Elections Official will:

- Access the Motor Voter Link on the Georgia Secretary of State, Elections Division's website, via an Internet browser (e. g. Internet Explorer, Netscape, AOL, etc.) This link is:
http://www.sos.ga.gov/electionconnection/motor_voter.htm
- Select the appropriate option to retrieve the Motor Voter Confirmation Application (form)
- Complete the Motor Voter Confirmation Application (form) online.
(An example of this form is included as Appendix I)
 - Each field of the form should be filled, noting that only one(1) Security Question is required to be answered – Page #1
 - The first field on Page #2 is the for entry of the actual County Name and 'Elections' (i.e. Bartow County Elections). *(An example of this page is included as Appendix II)*
 - Please note that the name of the person entered in the Applicant field on Page #2, may differ from the person will 'Sign' and enter their 'Title' as authorized to 'Sign Certification'
 - On Page #3, the person "authorized and empowered to execute this acknowledgement on behalf of the organization" may be differ from the person on the preceding pages. *(An example of this page is included as Appendix III)*
 - Page #3 must be notarized (reiterated below)
- Save and print Motor Voter Confirmation Application (form)
- Sign and notarize Motor Voter Confirmation Application (form), where required
- Scan or fax the Motor Voter Confirmation Application (form) – the e-mail address and telephone number for the scanned or faxed document, respectively, will be confirmed and provided on 9/26/08
- Mail the completed Motor Voter Confirmation Application (form) to address on the top of page #1 of the three page form

Receive their Motor Voter Confirmation Certificate and Log-on Notification copy via e-mail, to immediately access the MVC System.

Receive their Motor Voter Confirmation Certificate and Log-on Notification original via U.S. Mail, for filing and future reference.

Motor Voter Confirmation System Flow

Motor Voter Confirmation Sign-in Page

The screenshot shows the Motor Voter Confirmation Report page. At the top is the DDS logo and navigation links: Home, Internet Services, Locations, About Us, FAQs, Careers, and Contact Us. The main heading is "Motor Voter Confirmation Report". Below this is a "Please Sign In" box containing three input fields: Customer ID, User ID, and Password. A "Forgot your password?" link and a "Submit" button are also present. Below the sign-in box is a disclaimer paragraph. At the bottom right, there is a copyright notice: "© 2005-2008 State of Georgia Department of Driver Services" and a link to the "Privacy Statement".

Please Sign In

Customer ID:

User ID:

Password:

[Forgot your password?](#)

You are attempting to access resources owned by the Georgia Department of Driver Services. These resources are to be accessed by authorized users only. If you are not specifically authorized to access these resources, do not proceed further. Unauthorized access could subject you to liability or criminal prosecution, in accordance with the Georgia Computer Systems Protection Act (O.C.G.A. §16-9-90, et seq.). Department of Driver Services Internet communications and interaction are subject to monitoring and audit. By continuing and accessing the Department of Driver Services network, you are consenting to having your interaction with and use of Department of Driver Services Internet resources monitored, audited, retrieved and copied.

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[Privacy Statement](#)

In order to access the Motor Voter Confirmation (MVC) system, each user must have a Customer ID, User ID, and Password issued by the Georgia Department of Driver Services (DDS). This access information will be provided by DDS in an email to the address given on the certification documents. Each user should save this certification information in case it is needed to recall a Customer ID or access security question.

The Customer ID, and User ID are system generated as a result of an approved County Elections Official being entered into the MVC application database.

The initial Password is set by the system and requires that it be changed by the County Elections Official during the first Sign In / Log On attempt.

Sign In steps

1. The User selects Motor Voter Confirmation from the Secretary of State web site:

http://www.sos.ga.gov/electionconnection/motor_voter.htm

This is the link that the County Elections Official will use to access the MVC system from the Georgia Secretary of State, Elections Division website.

2. Each User should review the DDS disclaimer and then
 - a. Enter the Customer ID, User ID and Password in those fields on the Sign In page.
 - b. Or, the User may Exit the MVC system at this point by closing their web browser.

3. To continue the Sign In, the User clicks the Submit button.

Once validation of the User's Sign In information is completed, the DDS mainframe will respond to the web browser and send the User to the MVC Inquiry Page. If the User Password needs to be changed, the system will display the Change Password screen.

A newly created Password must contain a minimum of one (1) character, and a maximum of eight (8) characters, that is alphanumeric only and does not contain any special characters.

Note: The Password is case sensitive and must be entered in upper case letters.

The Password will expire every 30 days. DDS recommends that the County Elections Officials implement a process to change the Password before the 30 day expiration. Once the Password is successfully changed, the County Elections Officials must perform the MVC Sign In / Log On using the new Password.

If the system does not validate the User information for any other reason, an Error Message will be displayed on the Sign In page.

MVC Error Messages

When attempting to Sign In to the MVC system, the User may see the following error messages displayed in **CAPITALIZED RED TEXT** above the area where the User enters their Customer ID, User ID and Password.

Error messages are self-explanatory and may require the User to re-enter, change or call the Elections Division to update their Sign In information. How to recover or change the User password is covered in this manual beginning on page 9.

Some common error messages that you may see are:

PASSWORD EXPIRED. PLEASE ENTER A NEW PASSWORD

Follow the procedure to create a new password on page 9 of this Guide.

CERTIFICATION EXPIRED. PLEASE CONTACT THE ELECTIONS DIVISION

Contact the Secretary of State, Elections Division as noted on page 2 of this Guide.

PASSWORD EXPIRED MORE THAN 6 MONTHS AGO. PLEASE CONTACT THE ELECTIONS DIVISION

Contact the Secretary of State, Elections Division as noted on page 2 of this Guide.

TOO MANY LOGON ATTEMPTS, PLEASE TRY AGAIN LATER

Three successive incorrect tries will result in a MVC System Session Lockout. The End User will not be allowed to retry their Logon attempt for at least 20 minutes, if they remain in the same / current browser session. They can close their current browser session, and initiate a new browser session which allows them three 'new' Logon attempts. In the event that the End User is still not successful in their attempt to Logon / Sign-in to the MVC System (incorrect password entries, but not invoking the "Forgot Password" feature), they will again experience the MVC System Session Lockout.

Motor Voter Confirmation Report Inquiry Page

The screenshot shows the 'Motor Voter Confirmation Report' page. At the top is the DDS logo and navigation links: Home, Internet Services, Locations, About Us, FAQs, Careers, and Contact Us. Below the header is the title 'Motor Voter Confirmation Report' and links for 'Change Password' and 'Sign Out'. The main content area contains an 'Inquiry Form' with the following fields:

- First Name: *
- Last Name: *
- Date of Birth (MM/DD/YYYY): *
- Driver's License Number: *
- OR
- Social Security Number: *
- Comments to appear at the bottom of record:

Below the form is a red asterisk note: '* Required Field. Please note that the requested information must be entered in order for the inquiry to initiate the search and return the desired results.' At the bottom of the form are 'Submit' and 'Clear' buttons. The footer of the page reads: '© 2005-2008 State of Georgia Department of Driver Services Privacy Statement'.

When the User is successfully authenticated through the MVC system sign-on, the Inquiry screen will appear. At this point, the User can enter the required information to perform a motor voter inquiry.

Steps to Submit an Inquiry

1. The User enters the driver's first name, last name, date of birth, and either the driver's license number or social security number in the fields on the Inquiry Screen. Note that these are Required Fields as indicated by the asterisk (*) next to the field labels.
2. Any text entered into the Comments field is optional. Comments appear at the bottom of the record, on the Motor Voter Confirmation Report screen, and on the printed copy of the record.
3. The User clicks the Submit button.

At this point, the MVC application performs validation on user entries before processing the submitted data. The Required Fields are checked for entries in the first name, last name and date of birth fields. The date of birth fields are checked for valid entries. The date of birth, driver's license number, and SSN fields are checked to ensure numbers are entered. The system checks to verify either a driver's license number or social security number is entered.

Note: Entries for both a driver's license number AND a SSN or the entry of neither will cause validation to fail.

Both the DLN and SSN require nine (9) characters.
If a DLN has eight (8) characters, i.e. 12345678, then a leading '0' must be added - 012345678.

If there are any errors in the validation of the information, the user remains on the inquiry page and a message is displayed to the User asking for corrections.

Once the Inquiry information is validated, the MVC system will redirect the user to the Report page.

Motor Voter Confirmation Report

DDS GEORGIA DEPARTMENT OF DRIVER SERVICES

Home | Internet Services | Locations | About Us | FAQs | Careers | Contact Us

Motor Voter Confirmation Report

[Do Another Report](#) | [Sign Out](#)

MVC Search Results as of 8/11/2008 3:57:54 PM

SAMPLE, IMA GEORGIA		DOB: 01/01/1960
Residence Address: 100 Any Street Atlanta, GA 00000-0000		License Number: 333333333
Mailing Address: 2201 Eastview Pkwy Conyers, GA 30013-5766		SSN: XXX-XX-1234
		US Citizen: Yes
		Gender: Male
		Height: 5 Ft 10 In Weight: 155
		Eye Color: Brown

Motor Voter Response:

Did this Driver ever Register?:	Yes
Most Recent Registration Date:	01/01/2005
Registered in County:	Cobb
Last Response to DDS:	
Do you want to Register to Vote?:	No
Date of Last Response:	06/01/2008
County of Current Residence:	DeKalb

Note: If the "Registered in County" and "County of Current Residence" fields are different, you must look to the "Date of Last Response" field. No person shall vote in any county or municipality other than where the person resides, except that an elector who moves from one county or municipality to another after the fifth Monday prior to a primary or election may vote in the precinct in which such elector is registered to vote. O.C.G.A. § 21-2-218(e)&(f).

[Do Another Report](#)

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When the User has successfully authenticated through system sign-on and successfully submitted a motor voter inquiry, the MVC system will display the MVC Search Results. Note that the Search Results are current as of the date and time that the MVC Inquiry was submitted.

After a successful match of the DDS Driver Database, a hard copy of the report can be printed using the 'Print' function provided by the User's browser, i.e. Internet Explorer, Netscape, AOL, etc.

From this screen, the User can request to Do Another Report and submit a new inquiry or, the User can Sign Out of the MVC system.

Motor Voter Change Password

The screenshot displays the 'Motor Voter Confirmation Report' page on the DDS website. The header includes the DDS logo and navigation links: Home, Internet Services, Locations, About Us, FAQs, Careers, and Contact Us. The main content area features a 'Change Your Password' form with the following fields and values:

Change Your Password	
Customer ID:	000000012
User ID:	987123456
Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm New Password:	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Back"/>	

The footer of the page contains the copyright notice: © 2005-2008 State of Georgia Department of Driver Services, and a link to the Privacy Statement.

If a User successfully authenticated into the MVC system with an expired password or, he/she selects 'Change Password' from the Inquiry page, the system will take the User to the Change Your Password screen.

The newly created Password must contain a minimum of one (1) character, and a maximum of eight (8) characters, that is alphanumeric only and does not contain any special characters.

Note: The Password is case sensitive and must be entered in upper case letters.

The Password will expire every 30 days. DDS recommends that the County Elections Officials implement a process to change the Password before the 30 day expiration. Once the Password is successfully changed, the County Elections Officials must perform the MVC Sign In / Log On using the new Password.

Steps to Change Your Password

1. The User enters the old password, new password, and re-enters the new password for confirmation by the system.
2. Clicks the Submit button.

The MVC system performs validation of the user's entries. It checks for entries in the Current Password and New Password fields. Then the system verifies that the New Password and Confirm New Password entries are the same.

3. When the new password is verified, the User is presented with a Continue button which redirects him or her to the Sign On page to re-authenticate with the new password.

If there are any errors in validation, a message is displayed to the User asking for corrections and the User is given the opportunity to retry.

Motor Voter Forgot Password



The screenshot shows the DDS Georgia Department of Driver Services website. The header includes the DDS logo and navigation links: Home, Internet Services, Locations, About Us, FAQs, Careers, and Contact Us. The main heading is 'Motor Voter Confirmation Report'. Below this is a section titled 'Forgot Your Password?' with a blue header. The text explains that users can reset their password using their Customer ID, User ID, and a secret question answer. A numbered list provides four steps: 1. Enter Customer ID, 2. Enter User ID, 3. Enter secret answer, and 4. Password will be emailed. Below the list are three input fields labeled 'Customer ID:', 'User ID:', and 'Secret Answer:'. A link 'What's a Secret Answer?' is provided. At the bottom are 'Submit', 'Clear', and 'Continue' buttons. The footer contains copyright information: '© 2005-2008 State of Georgia Department of Driver Services' and a 'Privacy Statement' link.

Forgot Your Password?

If you have forgotten your password, or your password is not working for some reason, you can easily get a new one. All you need are your Customer ID, User ID and the answer to the secret question that you picked when you went through the certification process. If you do not remember the secret question and the answer that you gave us, refer to your certification form that DDS sent back to you.

1. Enter your DDS assigned **Customer ID** that you received from DDS on your certification notice and tab to the next field.
2. Enter your DDS assigned **User ID Number** and tab to the next field.
3. Enter the answer that you gave to one of the five questions when you certified with DDS.
4. Your password will be emailed to the email address you gave when you certified with DDS.

Customer ID:

User ID:

Secret Answer:

[What's a Secret Answer?](#)

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If a user attempting to sign-on to the Motor Voter system has forgotten their password, he/she should click the Forgot Password link on the sign-on page. The MVC system will then present the Forgot Your Password screen.

Steps to Recover Forgotten Password

1. The User enters their Customer ID, User ID, and Secret Answer.
2. Click the submit button.

The MVC system performs validation of the User entries and checks for entries in the Customer ID, User ID, and Secret Answer fields. If there are any errors in validation, a message is displayed to the User asking for corrections.

Once validation is passed the system will attempt the forgot password process with the provided data and, if validated, the User is presented a Continue button which redirects him or her to the Sign-on page to authenticate.

If the validation is not passed, the User is presented with an ERROR message and is given the opportunity to retry.

Appendix I

GEORGIA DEPARTMENT OF DRIVER SERVICES

Attn: MVC
P.O. BOX 80447
Conyers, GA 30013

*For questions and/or support issues, please contact the Elections Division online at:
Electionshelpdesk@sos.ga.gov or by telephone at (404) 657-5359.*

APPLICATION FOR MOTOR VOTER CONFIRMATION ACCESS
FOR COUNTY ELECTIONS OFFICIAL

Organization Name: _____

Individual Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____ Fax Number: _____

E-mail Address: _____

Security Question: (Answer only one of the following questions)

What is your mother's maiden name? Answer: _____

What is your pet's name? Answer: _____

What is your favorite color? Answer: _____

What is your favorite food? Answer: _____

What is your birth month? Answer: _____

SIGNATURE

TITLE

DATE

PRINTED NAME OF APPLICANT

Appendix II

GEORGIA DEPARTMENT OF DRIVER SERVICES CERTIFICATION

_____ certifies that for each driver record it requests, the information contained therein shall be used solely for the verification of voter registration information involving the driver or identification card holder requested.

In filing this certificate, the organization agrees to the following provisions:

All information is requested only for this organization's exclusive use. This organization will not pass any information included in the motor voter confirmation report to any person or company.

Any violation of the rules of applying for certification required by the Department of Driver Services, or any other applicable state or federal law will be sufficient grounds for the Department to refuse to issue any additional information on any other person that the organization may request. This administrative action by the Department will not be deemed to supersede any other sanctions prescribed by law, including, but not limited to, the civil and criminal penalties set forth in O.C.G.A. §40-5-2 and the Driver's Privacy Protection Act, 18 USC §2721, *et seq.*

The Department of Driver Services has the right to check all records, files, reports, or any other materials deemed necessary to verify that the organization filing this certificate has abided by all terms of the certificate and has not violated any rule of the Department of Driver Services, or any other applicable state or federal law, for the purpose of verifying voter registration information.

The burden of showing compliance with the provisions of the certificate is at all times on the organization filing this certificate. Upon reasonable notice by the Department of Driver Services, the organization must be able to demonstrate such compliance.

Dated this _____ day of _____, 20 _____

Applicant _____

Address _____

Telephone Number _____

Signature of Person Authorized to Sign Certification _____

Title of Person Authorized to Sign Certification _____

Authority: O.C.G.A. §40-5-2(f)(6)(A); Ga. Admin. Comp. Ch. 375-3-8-.03

Appendix III

USER/REQUESTER ACKNOWLEDGEMENTS

1. I acknowledge and understand that the organization must abide by the statutory provisions set forth in O.C.G.A. § 40-5-2 as well as the rules and regulations promulgated by the Department Driver Services (hereinafter, "DDS") regarding the use of Motor Voter Confirmation (hereinafter, "MVC").
2. I acknowledge and understand that MVCs shall be used exclusively for the verification of voter registration information (hereinafter, "Permitted Use").
3. I acknowledge and understand that MVCs may be obtained only by entities and/or individuals authorized to receive information. (hereinafter, "User"). I acknowledge and understand that Users must execute a certificate (hereinafter, "User Certificate") and submit it to DDS.
4. I acknowledge and understand that I may not store, copy, or download MVCs. Furthermore, I understand that MVCs may not be published or transmitted to any other person and/or entity unless required by law or with the express written consent of DDS.
5. I acknowledge and understand that, to the extent allowable by law, the organization documentation supporting the request for MVCs shall be subject to inspection, review, or audit by DDS for a period of three (3) years from the date the request was made.
6. I acknowledge and understand that notwithstanding the forgoing, the organization hereby waives, releases, relinquishes, discharges, and agrees to indemnify, protect, and save harmless the State (including the State Tort Claims Trust Fund) and DDS of and from any and all claims, demands, liabilities, loss, costs, and/or expenses for any loss or damage, including but not limited to libel, slander, defamation, and/or invasion of privacy and attorney fees, caused by, growing out of, or otherwise happening in connection with the organization's Permitted Use of the MVCs, due to any act or omission whether intentional or negligent, or otherwise on the part of the organization, its agents, employees, subcontractors, or others working at the direction of the organization on its behalf.
7. I acknowledge and understand that DDS will maintain a record of all MVCs which the organization requests for a period of four (4) years. I further acknowledge and understand that the organization is required to maintain all of the organization's requests to DDS for MVCs for a period of four (4) years.
8. I understand that the organization may be subject to criminal sanctions if the organization, its agents, or employees disclose, distribute or sell the MVCs to an unauthorized third party or use the MVCs for an unauthorized purpose.

**I have been fully authorized and empowered to execute this acknowledgement on behalf of the organization
(Notary Public)**

Signature

Organization

Title

Date

Subscribed to and Sworn to Before Me

Month _____ Day _____ Year _____

Notary Public's Signature

Notary Public's Municipality / County

Notary Public's Commission Expiration Date